TRICARE

Your Military Health Plan

Outprocessing Seminar

Permanent Change of Station (PCS)

TRICARE

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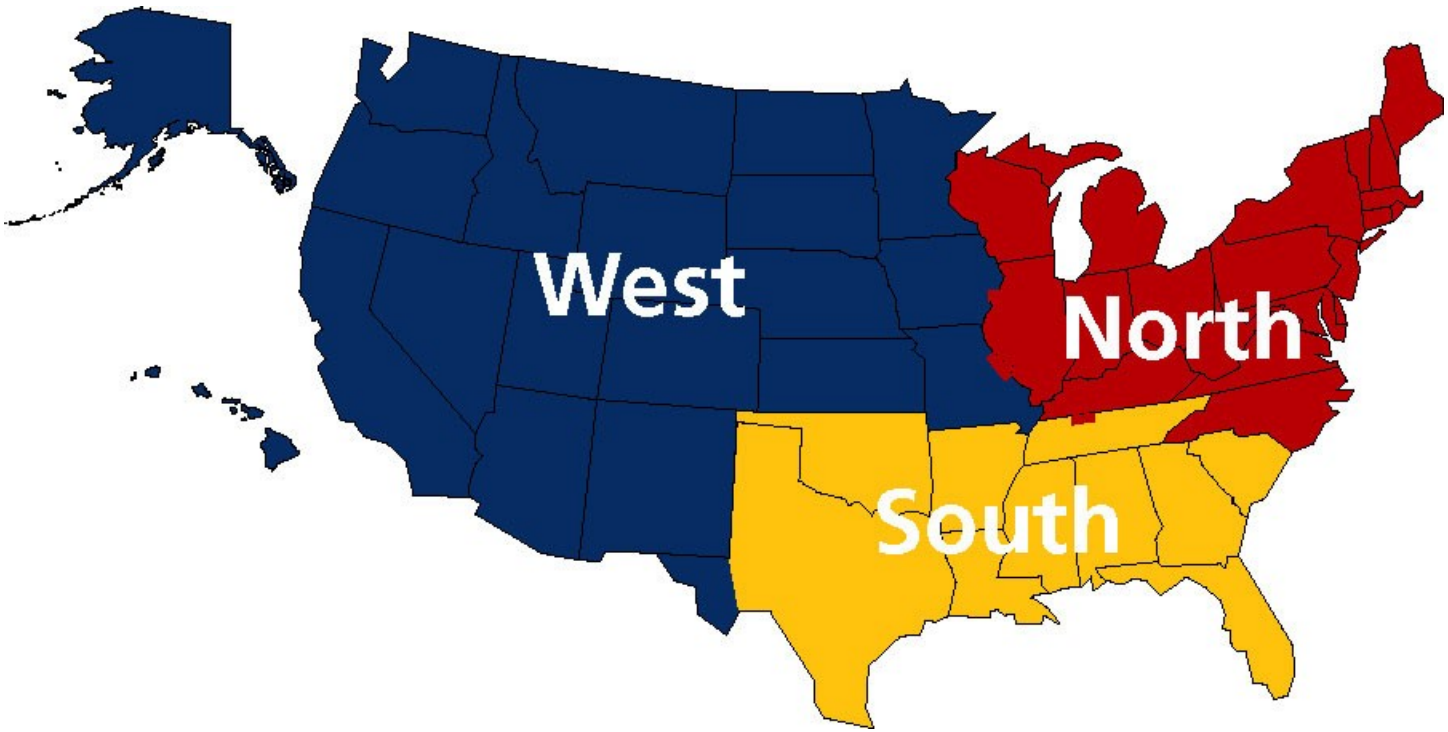
TRICARE CONUS Regions



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TRICARE Overseas Regions (OCONUS)

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Updating DEERS Information

- Visit an ID card issuing facility; locate one near you at *www.dmdc.osd.mil/rsl*
- Call 1-800-538-9552
- Mail changes to:

  Defense Manpower Data Center Support Office

  Attn: COA

  400 Gigling Road

  Seaside, CA 93955-6771

- Make address changes online at: *www.tricare.osd.mil/DEERSAddress*

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Outprocessing—Permanent Change of Station using TRICARE Prime

- Moving to a new TRICARE region with TRICARE Prime:
  - Need to transfer your enrollment to the new regional contractor after arrival at new duty station
  - Do not disenroll prior to moving
  - Must select a new primary care manager (PCM) to avoid expensive point-of-service (POS) charges
- Should be done upon arrival

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Updating TRICARE Prime Enrollment

- Update your TRICARE Prime Enrollment after your PCS
  - Contact your regional contractor or visit a TRICARE Service Center to re-enroll (if you have moved to a new region)
  - Change your PCM
  - Fill out a TRICARE Prime Enrollment and Change Request Form

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Enrollment Portability

- Transfer TRICARE Prime enrollment from one TRICARE Region to another
- Active duty enrollees have unlimited transfers without a break in coverage
- Simply transfer to a new region and select a new PCM (avoid POS fees)
- If you do not transfer your enrollment, you will remain enrolled in the region you moved from

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Enrollment Timeline

- It is recommended that you transfer your Prime enrollment within 30 days of moving (or sooner)
- You will be at-risk for higher medical bills if you access care before transferring enrollment
- Point-of-service charges
  - $300 individual and $600 family deductible
  - 50% cost-share on remaining allowable charges
  - Applies to civilian care received by a TRICARE Prime member

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Enroute to Your New Station (CONUS)

- You and your family members remain under the protection of your current regional contractor. Depending on what CONUS region you are currently enrolled in, it would be:
  - North Region: Health Net Federal Services, Inc.
  - South Region: Humana Military Healthcare Services, Inc.
  - West Region: TriWest Healthcare Alliance

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Outprocessing—Permanent Change of Station using TRICARE Prime Remote

- When relocating from a TRICARE Prime Remote (TPR) service area to a new location, your coverage may change
  - If relocating to a TRICARE Prime Service area, you must enroll in TRICARE Prime
  - If you relocate into a non-TPR ZIP code area, your family members may choose to use TRICARE Prime, TRICARE Extra, or TRICARE Standard

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Outprocessing—Permanent Change of Station using TRICARE Extra

- Moving to a new TRICARE region using TRICARE Extra
  - No enrollment required
  - Seek care from any TRICARE network provider
  - To find a network provider in your new location, contact your regional contractor or visit the provider directory online at *www.tricare.osd.mil/ProviderDirectory*
- Your coverage does not change when you move

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TRICARE Extra—Costs

- Annual deductible
  - Active duty E-4 and below: $50 individual/ $100 for family
  - Active duty E-5 and above: $150 individual/ $300 for family
- Cost-shares after deductible has been met
  - 15% of negotiated rate
- Providers cannot charge more than the negotiated rate for services rendered

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Outprocessing—Permanent Change of Station using TRICARE Standard

- Moving to a new TRICARE region using TRICARE Standard
  - No enrollment required
  - Seek care from any TRICARE-authorized provider
  - To find a network provider in your new location, contact your regional contractor or visit the provider directory online at *www.tricare.osd.mil/ProviderDirectory*
- Your coverage does not change when you move

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TRICARE Standard Costs

- Annual deductible
  - Active duty E-4 and below:
    $50 individual/$100 for family
  - Active duty E-5 and above:
    $150 individual/$300 for family
- Cost-shares after deductible has been met
  - Active duty family members: 20% of allowed charges

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TRICARE Extra vs. Standard

Extra

- Any TRICARE network provider
- Active duty family member: 15% of negotiated rate
- Providers will file claims for you
- Not responsible for additional charges for covered benefits

Standard

- Any TRICARE-authorized provider
- Active duty family member: 20% of allowable charge
- May have to file claims
- Nonparticipating providers may charge up to 15% above allowable charge for services

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Catastrophic Cap

- Catastrophic cap is $1,000 per fiscal year
  - TRICARE Prime
  - TRICARE Extra
  - TRICARE Standard
- The annual catastrophic cap does not apply to your out-of-pocket expenses under the POS option

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TRICARE Pharmacy Program

- Four pharmacy options are available to you and your family when you move to a new location
  - MTF Pharmacy
  - TRICARE Mail Order Pharmacy
  - TRICARE Retail Network Pharmacy
  - Non-network Retail Pharmacy
- Make sure to obtain necessary medications before traveling

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MTF Pharmacies

- Prescriptions may be filled at an MTF pharmacy at no charge
- If medication is in stock, it will be filled but best to call ahead
  - Up to 30-day supply for controlled substances
  - Up to 90-day supply for all other medications
- MTF pharmacies will accept written prescriptions from any TRICARE-authorized provider

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TRICARE Mail Order Pharmacy (TMOP)

- Convenient home delivery (FPO or APO for overseas locations)
  - Low Cost
    - Generic medication—$3 for up to a 90-day supply
    - Brand name medication—$9 for up to a 90-day supply
    - Non-formulary medication—$22 for up to a 90-day supply
    - Note: Up to a 30-day supply for controlled substances
  - Free Shipping & Handling
  - For more information:
    - Visit *www.express-scripts.com/TRICARE*
    - 1-866-DoD-TMOP (1-866-363-8667)

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TRICARE Retail Pharmacy Network

- May have prescriptions filled at a pharmacy in the TRICARE network
- Portable across all regions—no claims to file
- Generic medication—$3 for up to a 30-day supply
- Brand name medication—$9 for up to a 30-day supply
- Non-formulary medication—$22 for up to a 30-day supply
- Administered by Express Scripts, Inc.
- Visit *www.tricare.osd.mil/pharmacy* to locate a retail network pharmacy near you
- 1-866-DoD-TRRx (1-866-363-8779)

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Non-Network Pharmacies

- Most costly option
- TRICARE Standard deductibles and cost-shares apply
- TRICARE Prime POS option applies for TRICARE Prime beneficiaries
- May have to pay for prescription and file claim with Express Scripts for reimbursement

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Emergency Care

- Medical, maternity, or psychiatric conditions that would lead a prudent layperson to believe that a serious medical condition existed or the absence of medical attention would result in a threat to his or her life, limb, sight, and requires immediate medical treatment
- For out-of-area emergency care, call 911 or go to the nearest emergency room (civilian or military)
- Covers inpatient or outpatient emergency services needed to evaluate or stabilize an emergency
- If a beneficiary is admitted as a result of emergency care, the beneficiary should notify their PCM or regional contractor as soon as is practical

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Urgent Care

- Medically necessary treatment that is required for illness or injury
- A TRICARE Prime beneficiary requiring urgent care must contact his or her PCM or regional contractor
- A TRICARE Prime beneficiary who seeks urgent care services without coordinating with his or her PCM will be utilizing the TRICARE POS option

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Nonemergency Health Care While Traveling

- All routine medical care should be taken care of before you depart, or delayed until you arrive at your new assignment
- Remember, for out-of-area urgent/acute care, you must obtain an authorization before seeking care

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Important Contact Information

- DEERS
  - 1-800-538-9552
- TRICARE Information Service
  - *www.tricare.osd.mil*
  - 1-888-363-CARE (1-888-363-2273)
- TRICARE Mail Order Pharmacy (Express Scripts)
  - 1-866-DoD-TMOP (1-866-363-8667)
- TRICARE Retail Pharmacy (Express Scripts)
  - 1-866-DoD-TRRx (1-866-363-8779)

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TRICARE National Resources

- TRICARE Web Site: *www.tricare.osd.mil*
- TRICARE Online: *www.tricareonline.com*
- TRICARE Information Service
- Toll-free access to customer service representatives
  - 1-888-DoD-CARE (1-888-363-2273)
  - Monday–Friday (except federal holidays)
  - 8 a.m. to 8 p.m. Eastern Time
  - 24-hour access to an interactive voice response system
  - All former TRICARE Information Center toll-free numbers ring to the TRICARE Information Service

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TRICARE Regional Resources

- Health Net Federal Services, Inc.
  - *www.healthnetfederalservices.com*
  - 1-877-TRICARE (1-877-874-2273)
- TriWest Healthcare Alliance
  - *www.triwest.com*
  - 1-888-TRIWEST (1-888-874-9378)
- Humana Military Healthcare Services, Inc.
  - *www.humana-military.com*
  - 1-800-444-5445

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Thank You!

- TRICARE offers a comprehensive health benefit for our beneficiaries
- From preventive health services, to better coordination with our civilian system and lower out-of-pocket costs for families, we have designed and fully implemented a strong, more uniform benefit
- Wherever we maintain medical capability and capacity, whether through military or civilian services, our goal is a world-class health benefit that serves the needs of our members

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TRICARE Product Feedback

- TRICARE has set up a Web site allowing you to evaluate its marketing materials. Please visit the site listed and provide us with your feedback.

- Please provide feedback to the presentation slides at: *www.tricare.osd.mil/evaluations/presentations*

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